

SECTION: Legal

SUBJECT: SaskPower – Personal Information Privacy Policy

Issue / Revise Date: June 24, 2004

Effective Date: Immediate

POLICY STATEMENT:

This document sets out the Policy under which SaskPower shall manage and ensure the privacy of all Personal Information in its care, custody or control and used to carry out the business of the Corporation.

All Personal Information in the care, custody or control of the Corporation must be used, processed, stored and ultimately disposed of in accordance with this Policy and any associated guidelines.

In the event of any loss, suspected security breach or theft of Personal Information, SaskPower Personnel must advise the Chief Privacy Officer who will evaluate the incident and refer the matter to Internal Audit where appropriate.

APPLICABILITY:

This policy applies to the Board of Directors of SaskPower, SaskPower officers, employees, and contractors, as well as directors, officers and employees of SaskPower subsidiaries (collectively “SaskPower Personnel”)

CONDITIONS/PREREQUISITES:

SaskPower considers all Personal Information pertaining to its employees, superannuates, customers, contractors, subsidiaries and business activities to be private and confidential. The highest standards of confidentiality and privacy management shall be implemented and maintained.

PRINCIPLES:

Personal Information as used in this Policy is as is defined in the *Freedom of Information and Protection of Privacy Act* (Saskatchewan) (the “Act”) as follows:

“Personal Information” means personal information about an identifiable individual that is recorded in any form, and includes:

- (a) information that relates to the race, creed, religion, colour, sex, sexual orientation, family status or marital status, disability, age, nationality, ancestry or place of origin of the individual;
- (b) information that relates to the education or the criminal or employment history of the individual or information relating to financial transactions in which the individual has been involved;
- (c) information that relates to health care that has been received by the individual or to the health history of the individual;
- (d) any identifying number, symbol or other particular assigned to the individual;

- (e) the home or business address, home or business telephone number, fingerprints or blood type of the individual;
- (f) the personal opinions or views of the individual except where they are about another individual;
- (g) correspondence sent to a government institution by the individual that is implicitly or explicitly of a private or confidential nature, and replies to the correspondence that would reveal the content of the original correspondence, except where the correspondence contains the views or opinions of the individual with respect to another individual;
- (h) the views or opinions of another individual with respect to the individual;
- (i) information that was obtained on a tax return or gathered for the purpose of collecting a tax;
- (j) information that describes an individual's finances, assets, liabilities, net worth, bank balance, financial history or activities or credit worthiness; or
- (k) the name of the individual where:
 - (i) it appears with other personal information that relates to the individual; or
 - (ii) the disclosure of the name itself would reveal personal information about the individual.

There are specific items excepted from Personal Information and reference should always be made to the *Act*. Since its inception the *Act* has always exempted all payments made to an employee. If SaskPower Personnel are uncertain about what is or is not Personal Information, they should contact SaskPower's Legal Department. SaskPower's Personal Information Privacy Policy is based on compliance with the *Act* and on striving to comply with the ten principles of the CSA Model Privacy Code.

If there is any inconsistency between the *Act* and this Policy, the *Act* shall supercede. The ten principles are as follows:

Accountability – SaskPower is responsible for Personal Information under its control and shall designate an individual or individuals who are accountable for SaskPower's compliance with the remaining principles.

Identifying purposes – The purposes for which Personal Information is collected shall be identified by SaskPower at or before the time the information is collected.

Consent – The knowledge and consent of the individual are required for the collection, use or disclosure of Personal Information except where inappropriate or permitted by law.

Collection – The collection of Personal Information shall be limited to that which is necessary for purposes identified by SaskPower. Information shall only be collected by fair and lawful means.

Disclosure & Disposition – Personal Information shall not be used or disclosed by SaskPower for purposes other than those for which it was collected, except with the consent of the individual or as required by law. SaskPower shall retain Personal Information only as long as is necessary to fulfil the purposes for which it was collected.

Accuracy – Personal Information shall be accurate and kept as up-to-date as is necessary for the purposes which SaskPower has collected it.

Safeguarding – All Personal Information shall be protected by SaskPower by using safeguards appropriate to the sensitivity of the information.

Openness – SaskPower shall make readily available to individuals specific information about its policies and practices relating to the management of Personal Information.

Individual's Access – Upon request to SaskPower, an individual shall be informed of the existence, use and disclosure of his or her Personal Information and shall be given access to that information. An individual shall have the right to challenge SaskPower with regard to the accuracy and completeness of the information and to have it amended as appropriate.

Challenging Compliance – An individual shall be able to address a challenge concerning compliance with any of these principles to the designated individual or individuals accountable for SaskPower's compliance with these principles.

PROCEDURES:

SaskPower has appointed a Chief Privacy Officer. This person is ultimately responsible for ensuring that SaskPower manages and deals with Personal Information in accordance with the previously enumerated ten principles which comprise the CSA Model Privacy Code.

APPROPRIATE HANDLING OF PERSONAL INFORMATION:

Collect only what is needed: SaskPower must only collect Personal Information that is necessary to the proper functioning of its business. The methods used and the types of Personal Information collected by SaskPower must comply with this Policy. In the event of issues or questions a referral shall be made to the Privacy Committee.

Destruction of Personal Information: When Personal Information is no longer needed for the business operations for which it was collected, if permitted by law SaskPower must destroy the information, by shredding if on paper and by other approved methods if stored by other means. Destruction of Personal Information resident on magnetic media such as computer disks must be accomplished by an overwriting process approved by the Chief Privacy Officer. To ensure the security of Personal Information, computer systems with hard disk drives must be disposed of in accordance with the process approved by the Chief Privacy Officer. (See related policy re hard drive disposal.)

Removal of Personal Information: In general Personal Information, regardless of the form it takes, must not be removed from SaskPower's business premises. Permission to take such information off-site may be granted by an out-of-scope supervisor, provided that the involved worker has successfully completed the mandatory Privacy Awareness Training Course offered by SaskPower. A signed confidentiality agreement may also be required.

Prevention of Inadvertent Disclosure on Screens: The display screens for all computer equipment used to process Personal Information must be positioned such that they cannot be readily viewed through a window, by persons walking by a hallway, or by persons waiting in reception areas.

Prevention of Inadvertent Disclosure via Paper Copy: Whenever SaskPower Personnel are handling Personal Information, if a person who is not authorized to view the information enters the immediate area, precautions to conceal the Personal Information must promptly be taken.

Prevention of Inadvertent Disclosure by Loss of Physical Custody: Whenever Personal Information is contained on laptops, these devices must have an encryption scheme in place as approved by the Chief Privacy Officer.

Personal Information Privacy Awareness Training: As part of the ongoing Privacy Management Process all SaskPower personnel for whom training is deemed necessary will be required to successfully complete a training course on this subject on SaskPower's time and at SaskPower's expense. Completion of the training shall be mandatory and there shall be no exceptions. Records will be kept

respecting completion of this course. All new hires shall also be required to successfully complete this course within 90 days of their hire or sooner if they handle Personal Information in the course of their employment. Materials used at these courses shall be those approved by the Chief Privacy Officer.

Personal Information Security Awareness: All new hires shall be required as a condition of their employment to sign a written acknowledgement of their obligations with regard to Personal Information. The acknowledgement shall be in a form approved by the Chief Privacy Officer.

Data Outsourcing Contracts: All contracts with third parties dealing with Personal Information shall have appropriately worded provisions for the security of the information.

Privacy Impact Assessments: All modifications to existing business processes and all new business process initiatives must have a Privacy Impact Assessment performed. All new business process initiatives must have this step undertaken as part of the initial planning for the initiative. The Privacy Impact Assessment shall be in a form approved by the Chief Privacy Officer. If the Privacy Impact Assessment identifies area(s) of non-compliance with the Principles contained in this Policy which cannot be remedied, then the Privacy Committee shall consider the risks involved and make a recommendation to the Chief Privacy Officer whether or not the project will be allowed to proceed. Non-compliance will require approval from the Chief Privacy Officer and an approved work plan to attain compliance within such period of time as specified by the Chief Privacy Officer. At the expiry of the time allotted for achieving compliance, another Privacy Impact Assessment shall be performed. If a passing grade is not attained the Chief Privacy Officer may specify a further period of time for compliance to be achieved or sign off on the initiative as is.

INQUIRIES: Contact: Legal, 566-3111
SaskPower: President's Office

RELATED POLICIES: Hard Drive Disposal Policy
Release of Employee/Business Information
SaskPower Information Technology Management
and Security Policy
SaskPower Code of Conduct

REFERENCE/AUTHORITY: N/A

APPROVED BY: SaskPower Board of Directors -June 24, 2004